## Index Volume 43 2000-2001

## Index to Authors

Bell, David R. See Tang, Christopher S.

Bergthold, Linda, Suzanne Olson Koebler, and Sara J. Singer, "In Loco Parentis? The Purchaser Role in Managed Care," No. 1 (Fall 2000): 34-49.

Black, Laura J. See Repenning, Nelson P.

Davenport, Thomas H., Jeanne G. Harris, David W. De Long, and Alvin L. Jacobson, "Data to Knowledge to Results: Building an Analytic Capability," No. 2 (Winter 2001): 117-138.

Davison, Derek. See Florida, Richard.

De Long, David W. See Davenport, Thomas H.

DeHoratius, Nicole, See Raman, Ananth.

Delmas, Magali A., and Ann K. Terlaak, "A Framework for Analyzing Environmental Voluntary Agreements," No. 3 (Spring 2001): 44-63.

Enthoven, Alain C. See Singer, Sara J.

Fader, Peter S. See Moe, Wendy W.

Florida, Richard, and Derek Davison, "Gaining from Green Management: Environmental Management Systems Inside and Outside the Factory," No. 3 (Spring 2001): 64-84.

Gaba, David M., "Structural and Organizational Issues In Patient Safety: A Comparison of Health Care to Other High-Hazard Industries," No. 1 (Fall 2000): 83-102.

Gilly, Mary C. See Wolfinbarger, Mary.

Gitterman, Daniel P., "The President and the Power of the Purchaser: Consumer Protection and Managed Care in the United States," No. 1 (Fall 2000): 103-120.

Gonçalves, Paulo. See Repenning, Nelson P.

Greenstein, Shane, "Technological Mediation and Commercial Development in the Early Internet Access Market," No. 2 (Winter 2001): 75-94.

Harris, Jeanne G. See Davenport, Thomas H.

Ho, Teck-Hua. See Tang, Christopher S.

Jacobson, Alvin L. See Davenport, Thomas H.

Johnson, M. Eric, "Learning From Toys: Lessons in Managing Supply Chain Risk from the Toy Industry," No. 3 (Spring 2001): 106-124.

Koebler, Suzanne Olson. See Bergthold, Linda.

Lemon, Katherine N. See Zeithaml, Valarie A.

Moe, Wendy W., and Peter S. Fader, "Uncovering Patterns in Cybershopping," No. 4 (Summer 2001): 106-117.

O'Connor, Gina Colarelli, and Mark P. Rice, "Opportunity Recognition and Breakthrough Innovation in Large Established Firms," No. 2 (Winter 2001): 95-116.

Oliva, Rogelio, "Tradeoffs in Responses to Work Pressure in the Service Industry," No. 4 (Summer 2001): 26-43.

Pratt, D. Jane, "Corporations, Communities, and Conservation: The Mountain Institute and Antamina Mining Company," No. 3 (Spring 2001): 38-43.

Preston, Lynelle, "Sustainability at Hewlett-Packard: From Theory to Practice," No. 3 (Spring 2001): 26-37.

Raman, Ananth, Nicole DeHoratius, and Zeynep Ton, "Execution: The Missing Link in Retail Operations," No. 3 (Spring 2001): 136-152.

Ramus, Catherine A., "Organizational Support for Employees: Encouraging Creative Ideas for Environmental Sustainability," No. 3 (Spring 2001): 85-105.

Repenning, Nelson P., and John D. Sterman, "Nobody Ever Gets Credit for Fixing Problems that Never Happened: Creating and Sustaining Process Improvement," No. 4 (Summer 2001): 64-88.

Repenning, Nelson P., Paulo Gonçalves, and Laura J. Black, "Past the Tipping Point: The Persistence of Firefighting in Product Development," No. 4 (Summer 2001): 44-63.

Rice, Mark P. See O'Connor, Gina Colarelli.

Rigby, Darrell, "Management Tools and Techniques: A Survey," No. 2 (Winter 2001): 139-160.

Robinson, James C., "Deregulation and Regulatory Backlash in Health Care," No. 1 (Fall 2000): 13-33.

- A Roundtable Discussion, "Business as a Living System: The Value of Industrial Ecology," No. 3 (Spring 2001): 16-25.
- Rust, Roland T. See Zeithaml, Valarie A.
- Singer, Sara J. See Bergthold, Linda.
- Singer, Sara J., and Alain C. Enthoven, "Structural Problems of Managed Care in California and Some Options for Ameliorating Them," No. 1 (Fall 2000): 50-65.
- Smith, H. Jeff, "Information Privacy and Marketing: What the U.S. Should (and Shouldn't) Learn from Europe," No. 2 (Winter 2001): 8-33.
- Sterman, John D. See Repenning, Nelson P.
- Sterman, John D., "System Dynamics Modeling: Tools for Learning in a Complex World," No. 4 (Summer 2001): 8-25.
- Swaminathan, Jayashankar M., "Enabling Customization Using Standardized Operations," No. 3 (Spring 2001): 125-135.
- Tang, Christopher S., David R. Bell, and Teck-Hua Ho, "Store Choice and Shopping Behavior: How Price Format Works," No. 2 (Winter 2001): 56-74.
- Terlaak, Ann K. See Delmas, Magali A.
- Ton, Zeynep. See Raman, Ananth.
- Winer, Russell S., "A Framework for Customer Relationship Management," No. 4 (Summer 2001): 89-105.
- Wolfinbarger, Mary, and Mary C. Gilly, "Shopping Online for Freedom, Control, and Fun," No. 2 (Winter 2001): 34-55.
- Young, Gary J., "Managing Organizational Transformations: Lessons from the Veterans Health Administration," No. 1 (Fall 2000): 66-82.
- Zeithaml, Valarie A., Roland T. Rust, and Katherine N. Lemon, "The Customer Pyramid: Creating and Serving Profitable Customers," No. 4 (Summer 2001): 118-142.

## Index to Titles

- "Business as a Living System: The Value of Industrial Ecology," A Roundtable Discussion, No. 3 (Spring 2001): 16-25.
- "Corporations, Communities, and Conservation: The Mountain Institute and Antamina Mining Company," D. Jane Pratt, No. 3 (Spring 2001): 38-43.
- "The Customer Pyramid: Creating and Serving Profitable Customers," Valarie A. Zeithaml, Roland T. Rust, and Katherine N. Lemon, No. 4 (Summer 2001): 118-142.

- "Data to Knowledge to Results: Building an Analytic Capability." Thomas H. Davenport, Jeanne G. Harris, David W. De Long, and Alvin L. Jacobson. No. 2 (Winter 2001): 117-138.
- "Deregulation and Regulatory Backlash in Health Care," James C. Robinson, No. 1 (Fall 2000): 13-33.
- "Enabling Customization Using Standardized Operations." Javashankar M. Swaminathan, No. 3 (Spring 2001): 125-135.
- "Execution: The Missing Link in Retail Operations," Ananth Raman, Nicole DeHoratius, and Zeynep Ton, No. 3 (Spring 2001): 136-152.
- "A Framework for Analyzing Environmental Voluntary Agreements." Magali A. Delmas and Ann K. Terlaak, No. 3 (Spring 2001): 44-63.
- "A Framework for Customer Relationship Management," Russell S. Winer, No. 4 (Summer 2001): 89-105.
- "Gaining from Green Management: Environmental Management Systems Inside and Outside the Factory." Richard Florida and Derek Davison, No. 3 (Spring 2001): 64-84.
- "In Loco Parentis? The Purchaser Role in Managed Care," Linda Bergthold, Suzanne Olson Koebler, and Sara J. Singer, No. 1 (Fall 2000): 34-49.
- "Information Privacy and Marketing: What the U.S. Should (and Shouldn't) Learn from Europe." H. Jeff Smith. No. 2 (Winter 2001): 8-33.
- "Learning From Toys: Lessons in Managing Supply Chain Risk from the Toy Industry," M. Eric Johnson, No. 3 (Spring 2001): 106-124.
- "Management Tools and Techniques: A Survey," Darrell Rigby, No. 2 (Winter 2001): 139-160.
- "Managing Organizational Transformations: Lessons from the Veterans Health Administration," Gary J. Young, No. 1 (Fall 2000): 66-82.
- "Nobody Ever Gets Credit for Fixing Problems that Never Happened: Creating and Sustaining Process Improvement," Nelson P. Repenning and John D. Sterman, No. 4 (Summer 2001): 64-88.
- "Opportunity Recognition and Breakthrough Innovation in Large Established Firms," Gina Colarelli O'Connor and Mark P. Rice, No. 2 (Winter 2001): 95-116
- "Organizational Support for Employees: Encouraging Creative Ideas for Environmental Sustainability," Catherine A. Ramus, No. 3 (Spring 2001): 85-105.
- "Past the Tipping Point: The Persistence of Firefighting in Product Development," Nelson P. Repenning, Paulo Gonçalves, and Laura J. Black, No. 4 (Summer 2001): 44-63.
- "The President and the Power of the Purchaser: Consumer Protection and Managed Care in the United States," Daniel P. Gitterman, No. 1 (Fall 2000): 103-120.

- "Shopping Online for Freedom, Control, and Fun," Mary Wolfinbarger and Mary C. Gilly, No. 2 (Winter 2001): 34-55.
- "Store Choice and Shopping Behavior: How Price Format Works," Christopher S. Tang, David R. Bell, and Teck-Hua Ho, No. 2 (Winter 2001): 56-74.
- "Structural and Organizational Issues In Patient Safety: A Comparison of Health Care to Other High-Hazard Industries," David M. Gaba, No. 1 (Fall 2000): 83-102.
- "Structural Problems of Managed Care in California and Some Options for Ameliorating Them," Sara J. Singer and Alain C. Enthoven, No. 1 (Fall 2000): 50-65.
- "Sustainability at Hewlett-Packard: From Theory to Practice," Lynelle Preston, No. 3 (Spring 2001): 26-37.
- "System Dynamics Modeling: Tools for Learning in a Complex World," John D. Sterman, No. 4 (Summer 2001): 8-25.
- "Technological Mediation and Commercial Development in the Early Internet Access Market," Shane Greenstein, No. 2 (Winter 2001): 75-94.
- "Tradeoffs in Responses to Work Pressure in the Service Industry," Rogelio Oliva, No. 4 (Summer 2001): 26-43.
- "Uncovering Patterns in Cybershopping," Wendy W. Moe and Peter S. Fader, No. 4 (Summer 2001): 106-117.